

DEPARTMENT OF
DEFENSE, VETERANS AND EMERGENCY MANAGEMENT
Military Bureau
Joint Force Headquarters, Maine National Guard
Camp Keyes, Augusta, Maine 04333-0033

6 October 2015

TECHNICIAN POSITION VACANCY ANNOUNCEMENT #15-114

POSITION: Information Technology Specialist (CUSTSPT) (D1615000) (GS-2210-07/09)
EXCEPTED POSITION

LOCATION: Deputy Chief of Staff, Information Management (DCSIM), Camp Keyes,
Augusta, Maine

SALARY RANGE:

\$39,570 to \$51,437 per annum GS-07

\$48,403 to \$62,920 per annum GS-09

CLOSING DATE: 16 October 2015

AREA OF CONSIDERATION:

AREA I: All permanent and indefinite Excepted Enlisted Technicians in the Maine Army National Guard and personnel with reemployment rights to the MEARNNG positions.

DUTIES: See attached duties and responsibilities.

QUALIFICATIONS: This position may be filled at the GS-07 or GS-09 grade. If filled at the GS-07 grade, the individual selected may be promoted to GS-09 grade without further competition when it has been determined that the individual meets the qualifications required for promotion to the higher grade.

MINIMUM QUALIFICATION REQUIREMENTS: Each applicant must show how they meet the General and Specialized Experience listed below; otherwise, the applicant may lose consideration for this job.

GENERAL EXPERIENCE: Technical, analytical, supervisory, or administrative experience which demonstrates the applicant's ability to analyze problems of organization, workforce, information requirements, etc. and provide systematic solutions; and the ability to deal satisfactorily with others.

SPECIALIZED EXPERIENCE: Must have twelve (12) months experience for GS-07 or twenty-four (24) months experience for GS-09, which required the applicant to acquire and apply each of the following knowledge, skills, and/or abilities:

GS-07

1. Ability to communicate orally and in writing.
2. Skill in organizing work in a logical sequence.
3. Ability to research and analyze data.
4. Ability to conduct studies, gather facts on routine reports, supplies, equipment and man-hours consumed in processing telecommunications.
5. Knowledge of basic computing skills and techniques.

GS-09

1. Ability to communicate orally and in writing.
2. Skill in organizing work in a logical sequence.
3. Ability to research and analyze data.
4. Ability to conduct studies, gather facts on routine reports, supplies, equipment and man-hours consumed in processing telecommunications.
5. Knowledge of electronic media and computer technology.
6. Skill in using Microsoft Operating Systems which includes installation & troubleshooting on multiple machines.
7. Knowledge of the requirements governing the accounting and maintaining of Information Technology property.

COMPATIBILITY CRITERIA: MOS: 25B, 25N, 25U, 25Z

SUBSTITUTION OF EDUCATION FOR SPECIALIZED EXPERIENCE:

At the GS-7 level, one full year of graduate level education or superior academic achievement. At the GS-9 level, a masters or equivalent graduate degree or 2 full years of progressively higher level graduate education leading to such a degree may be substituted.

Undergraduate or Graduate Education: Degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management **or** degree that provided a minimum of 24 semester hours in one or more of

the fields identified above and required the development or adaptation of applications, systems or networks.

ADDITIONAL REQUIREMENT: For positions requiring a security clearance (Secret or Top Secret) the applicant must possess or be able to obtain a clearance within one year of appointment.

HOW TO APPLY: Detailed instructions are contained in an Instruction Guide titled “Technician Vacancy Announcement Guide” which should be posted with this vacancy announcement. Applicants may apply using the OF Form 612 Optional Application for Federal Employment, a resume, or any other format they choose. In addition to their basic application, applicants are strongly encouraged to complete ME Form 171, Military Experience and Training Supplement. Applications forwarded to HRO should be no more than eight (8) pages although additional pages may be submitted as necessary. Applications should include written or documented proof of education, training, and work experience deemed necessary to adequately respond to general and specialized experience factors listed in the TPVA. Professional licenses or education transcripts necessary to validate qualifications should be submitted as required in the TPVA. Do not include photo copies of awards (a military ribbon rack or civilian certificate), letters of commendation, enlisted or officer performance reports, Technician performance appraisals, and personal photos unless specifically requested in the TPVA”. Applications must be forwarded to: Joint Force Headquarters, ATTN: HRO, Camp Keyes, Augusta, Maine 04333-0033, NOT LATER THAN the closing date. Applications received AFTER the closing date WILL NOT BE CONSIDERED. The use of government envelopes, postage or facsimile machines to submit applications is prohibited. We are allowed to receive facsimiles sent from non-government facsimile machines. The inter-office distribution system may be used. You may also e-mail it to: ng.me.mearng.list.hro-applications@mail.mil

APPOINTMENT: Selectee will be required to participate in Direct Deposit/Electronic Funds Transfer as a condition of employment. The Adjutant General retains exclusive appointment authority for Technicians. No commitment will be made to any nominee prior to a review of qualifications by this office. The Maine National Guard is an Equal Opportunity Employer. All appointments and promotions will be made without regard to race, color, creed, sex, age or national origin.

DISSEMINATION: Supervisors, please post to bulletin boards, read at unit formations and notify personnel who may be interested. Qualified personnel who may be absent during this announcement period due to ADT, AT, TDY, school, illness, etc., should be notified.

WORK: DSN 626-6013 / COM (207) 430-6013 FAX: DSN 626-4246 / COM (207) 626-4246

FOR THE HUMAN RESOURCES OFFICER:

//s//

LISA M. SESSIONS
MAJ, AG
Human Resources Specialist
(Recruitment & Placement/Compensation)

D1615000

a. INTRODUCTION

This position is located in an information management organization. The purpose of this position is to manage the state's Information Management (IM) Resource Center. The incumbent manages the IM equipment loan program as well as the self-service work center and assists the other customer support information technology (IT) specialists with fielding help desk calls.

This position requires military membership. It is designated for an Enlisted incumbent only. In accordance with DA Pamphlet 611-21 and AFMAN 36-2108, the incumbent performs duties necessary to accomplish information technology management functions in support of command, control, communications and computers (C4) programs essential to state information management daily operations, training, and readiness missions.

b. DUTIES AND RESPONSIBILITIES

--Manages all equipment and materials designated as IM "loaner" equipment. This equipment is designated to be loaned for temporary mission accomplishment and will include items such as computers, printers, cellular telephones, single lens projectors, overhead projectors, VCRs, TVs, sound systems, etc. The work in this mission area involves property and supply accountability, scheduling, operational serviceability and equipment preparation checks, and performing routine equipment maintenance. Gives thorough operational instructions to each user of the loaner equipment. Places orders as necessary to repair or replace unserviceable equipment and to maintain a stock of required operational supplies.

--Manages the IM self-service work center. This center includes operational computer work stations that are made available to users to use computer or video training materials (computer based training tapes), work on special projects with standard office automation software (word processing, graphical presentations, etc.), create computer graphics, scan materials, perform color printing, and create or reproduce non-copy righted video tapes. Maintains the skills for the use of all work center equipment to include, but not limited to computers, laptops, single lens projectors and digital cameras. Maintain equipment accountability; performs supply actions; maintains equipment; and instructs users with loaner equipment. Assists users with technical problems.

--Participates in the analysis of requests for new and modified applications. Determines equipment demands and number and kind of requests received; data communications requests, telecommunications requests, visual information requests, and information services requests.

--Serves as a technical support specialist on DOD, NGB, and state required automated systems and software programs. Required to diagnose and resolve problems in response to customer reported incidents. Researches and evaluates problems and provides feedback on problematic trends and patterns in customer related issues. Updates problem tracking and resolution databases. Provides customer training; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of customer support services.

--Updates the customer service database for all service requests. Receives, analyzes, and assigns control numbers to all incoming customer requests. Determines if equipment is covered by warranty or maintenance contract and processes accordingly. Uses a process for quickly assessing and determining the actual problems and either solves or assigns unresolved requests to

appropriate specific functional area. Follows up with the functional areas to ensure problems are resolved and requests are completed. Ensures continual contact and update of status with the user.

--Performs other duties as assigned.